

INDIANAPOLIS VA MEDICAL CENTER VOLUNTEER TRANSPORTATION NETWORK

PASSENGER RULES AND REGULATIONS

Indianapolis VA Medical Center, Voluntary Service, Volunteer Transportation Network have established the following passenger rules and regulations.

Transportation provided by VTN is an above and beyond program, to participate as a rider, I understand that I am not entitled to do so; the ride is a privilege not an eligible benefit.

Rides are granted on a first come first served basis.
Due to capacity limitations, not all request can be granted.

- The VTN program is exclusively for veterans which have no other means of transport to medical appointments. This includes medical appointments at any VA facility within the service area, referral appointments to partner facilities, and appointments for benefits processing. This does not include personal business.
- The normal operation of the VTN is Monday – Friday for patients with scheduled appointments between the hours of 8:30am and 1:00pm. Patients must report to the VTN office immediately following their appointment. Patients that report later than 2:30pm cannot be guaranteed a ride home and will be responsible to obtaining their own travel arrangements.
- The VTN driver will only transport a veteran at the veteran's request. If the veteran does not want to go or refuses to go, the driver will not assist the family regardless of the veteran's condition. This also applies to incompetent veterans. The driver can only transport veterans who can freely enter the vehicle.
- The VTN driver is not to lift or medically attend to any passenger. All riders must be ambulatory (capable of boarding and departing the vehicle without the driver's aid).
- The VTN driver is only permitted to stop the vehicle for emergent rest stops, emergencies and to pickup/discharge passengers at designated pick-up points. Passengers should not request the driver to make side trips to take care of personal business. **Unauthorized side trips or personal errands are not permitted.**
- Passengers are not permitted to smoke, chew tobacco, drink alcohol, use foul/offensive language or bring weapons, drugs or any other illegal substance on the van. Further, the driver has the right to refuse transportation to any rider who he/she believes to be intoxicated, abusive or who poses a threat to the safety of the driver or other passengers. The driver will report any refusals to transport immediately.
- Passengers should not engage in any activity that will distract the driver's attention, thereby causing a safety hazard to himself/herself, the driver or other passengers. Passengers will respect other passengers by maintaining proper personal hygiene.
- Passengers will wear their seat belts at all times. Any passenger refusing to buckle-up will be denied transportation. If a passenger is prohibited from wearing a seat belt, a copy of the exemption statement must be carried at all times. (Passengers carrying an exemption statement are prohibited from sitting in the front seat.)
- Passengers will place all trash in the appropriate receptacle. Only drinks in spill-proof or sealable containers are allowed. Patients are not allowed to consume meals in the vehicle.
- No individuals, other than the Veteran, will be permitted to ride in the vehicle unless permitted by the VTN Program Management. At times a spouse or caregiver may be approved if appropriate. Service animals are permitted if prior coordination is conducted, the animal has the approved documentation and restraint devices.

- Veterans with appointments have priority. Spouses/Caregivers may be removed from the passenger list up until the last minute and will be replaced only by qualified Veterans with scheduled appointments.
- Veterans being discharged may be transported on the VTN vehicle. Veteran patients discharged **Against Medical Advice (AMA), are not permitted to be transported**
- All passengers should be dressed and ready to depart for the Medical Center at or before the time specified by the VTN office. The transportation coordinator and driver will be as flexible as possible in their attempts to accommodate the Veteran with transportation.
 - a. Drivers will wait no more than **10 minutes** for Veterans at designated pick-up points.
 - b. It is the responsibility of the Veteran, or his/her family members, **to notify** the local Coordinator, as soon as possible, regarding appointments, cancellations and/or changes. **(NOTE: If you plan to ride home utilizing another means of transportation other than VTN, please notify** the vehicle driver or the VTN office at 988-2472 or 988-3206.
- Only articles small enough to be held on the Veteran's lap or placed under the seat will be transported in the vehicle. **Wheelchairs, or other apparatus/items that could pose a danger to the driver, or other passengers, will be not permitted. Rollators and walkers are permitted if prior coordination is conducted. The driver will not load any equipment or devices, all riders must load and unload their own items in the vehicle in a safe and secure manner.**
- Only small shoulder bag oxygen and concentrators are permitted. The VTN driver is not certified in this equipment in the event of an emergency.
- The driver has the right to refuse transportation to any passenger whom he/she feels is too ill to ride in the vehicle. The driver may request a written statement from VTN stating that it is permissible for the Veteran to be transported without aid or attendants. Additionally, driver may refuse transportation to any passenger not willing to abide by the rules set forth in this agreement.
- Veterans utilizing the Volunteer Transportation Network, **WILL NOT**, by law, be eligible to receive reimbursement for travel expense (M1, Part1, Chapter 25, July 8, 1991).
- **Volunteer drivers will NOT accept payments, tips or donations** from anyone Should anyone wish to make a donation, they must see a Voluntary Service staff member. Drivers and other volunteers are unable to accept donations.
- The vehicle is not an emergency vehicle. The VTN is NOT a substitute for ambulance service. Drivers are **NOT PERMITTED** to transport emergent patients. Should the Veteran require immediate emergency transportation, call 911.

I have read and agree to abide by the above stated rules and regulations.

Patient Name (Print)

Patient Signature

Date

WELCOME ABOARD